

NORTH EAST LINCS WOMEN'S AID

JOB DESCRIPTION - Referral Support Worker – IDVA

Single Point of Contact (SPOC)

RESPONSIBLE TO:	Support Manager; Head of Services
SALARY:	£12.90ph (Unqualified) – Salary increase under review
DAYS / TIMES:	Tuesday & Thursday 9am-5pm Flexible hours to meet client emergencies, where necessary Take part in an 'On-Call' service (<i>see below</i>)
ADDITIONAL PAY/ HOURS:	Approx 2 on-call shifts per month 'On-Call' Weeknight (Mon-Fri) £15 per night 'On-Call' Saturday/Sunday and BH £30 per night 'Call Out' £20 per hour
WORK BASE:	Town centre.

*As this position will include a base in our 'women only' spaces (inc Refuge),
we are only accepting applications from women.
(Schedule 9, Part 1 of the Equality Act 2010 applies)*

To provide a high-quality domestic abuse service – ensuring victims and survivors receive an excellent standard of support that helps save lives and change lives.

MAIN DUTIES AND RESPONSIBILITIES

1. To provide an initial Single Point of Contact (SPOC) service to receive all referrals and enquiries.
2. To provide a high-quality and pro-active front-line support service to victims of domestic abuse.
3. Ensure provisions of support are available and accessible. Delivering a pathway of care focusing on safety and protection to those at highest risk of domestic homicide.
4. Participate in an "on-call rota" for all domestic abuse services provided by Women's Aid. The rota will be undertaken by staff across all support projects. (Approx. two nights per month)
5. To explain all options available and support service users to make informed decisions.
6. To manage emails, telephone calls and online digital platforms through which SPOC referrals are received.
7. To contribute to delivering our targets for response calls to referrals:
 - Contact within 24hrs - 48hrs whenever possible
 - 3 - 4 attempts at contact
 - Varied dates & times of attempted contact
 - Outcome information sent to referrer (if applicable)
8. To ensure support is delivered in a trauma informed way.
9. To establish immediate safety and carry out DASH Risk Assessments.
10. Be fully responsible for any actions and outcomes, including making relevant MARAC referrals.
11. To participate in MARAC research, updates, actions, feedback and meetings where necessary.
12. To allocate each service user with a Unique Reference number (URN) upon receipt of referrals.
13. To deliver an advice and guidance service for:
 - Service Users who may be affected by domestic abuse
 - Professionals working with the above
 - Friends, family members and the wider community who may be aware of someone affected by domestic abuse or want general information about domestic abuse
 - Any other individual wanting to enquire about any aspect of abuse or service provision

14. To process referrals based on priority of service user's level of risk of domestic abuse. (High risk to be processed within 24 hrs).
15. To provide an initial risk assessment and safety plan in accordance with the WA Referral Pathway for all clients.
16. To complete a basic assessment of the wider needs of the client, determining the most appropriate options for support. This should include, but is not limited to:
 - Accommodation/housing
 - Physical Health
 - Mental Health
 - Substance Use
 - Employment, training, and education.
 - Criminal and Civil Justice Systems
17. Establish and practice good working partnerships and multi-agency work with other professionals and outside agencies.
18. To work within a framework of safeguarding under Women's Aid NEL and local authority guidance.
19. To ensure all clients have access to a full range of services provided by Women's Aid.
20. To collect and monitor information. When requested, to participate in the evaluation and accreditation of services, including casefile audits and spot-checks.
21. To keep clear and accurate records and maintain structured, confidential files on service users.
22. When requested, to prepare and undertake client reports and/or feedback on their support.

GENERAL RESPONSIBILITIES

23. To work as a team member under the guidance and management of the Support Manager and/or the Head of Services.
24. To participate in fundraising activities on behalf of WANEL.
25. To work alone and on own initiative with due regard to our lone working procedures.
26. To undertake IDVA (Independent Domestic Abuse Advocate) training.
27. To participate in staff training, ensuring mandatory training is up-to-date and refreshed regularly.
28. To discuss any training personally identified in supervisions.
29. To attend team meetings, external meetings and Trustee meetings as requested.
30. To draw to the attention of the Support Manager any issues which may impact on clients or Women's Aid.
31. To be familiar with all policies of Women's Aid; to ensure policies are signed off as instructed; to ensure policies are implemented and adhered to at all times.
32. To be familiar with and work in accordance with Women's Aid performance management system; including measuring change performance and monitoring satisfaction are adhered to.
33. To work at all times in accordance with the confidentiality policy of Women's Aid.
34. To comply with data protection legislation; ensuring information sharing procedures are adhered to at all times.
35. To ensure the highest standard of anti-discriminatory and equal opportunities practices are adhered to and to work in a non-judgemental way, within the guidelines of equal opportunities and anti-discriminatory practice.
36. To work in a safe and responsible way ensuring that safety and lone working procedures are followed and that you do not endanger yourself, your colleagues or service users.
37. To work in accordance with staff values and ethos as described in our staff agreement.
38. To constantly raise an awareness of domestic abuse locally.
39. To assist with providing cover for absent colleagues during periods of sickness, holidays etc, as requested by the Support Manager, Head of Services or CEO.
40. To carry out any other duties commensurate with the level of this post.